From: Mary Euyang Shen
To: Microsoft ATR
Date: 11/17/01 10:12am

Subject: Settlement

Whatever you do, please let Microsoft "go". The consumer is not hurt by Microsoft's monopolistic hold - without its software, we would still be in a state of numerous different operating systems, not able to talk to each other. Give the people who made today's technology possible credit and let the economy be healthy again. The competitors should be ashamed of themselves for not developing better software but instead, resorting to "crying to Mama." Please just settle. Mary Shen - Microsoft program user and stock holder